

20 November 2020

Dear Valued Customer

Coronavirus – Services Update

You will be aware that the Scottish Government has placed Glasgow and other areas into Level 4 of the current COVID-19 restrictions. We are writing to you about some changes we need to make in order to comply with these restrictions as well as an update on our contractors. The last few months have been a very challenging time for our business as well as the whole country and there is likely to be uncertainty for the weeks ahead.

This letter is to give you some reassurance that we have your interests at heart, but we must make some difficult decisions about the way we operate. The advice and guidance is changing frequently and our Board and Leadership Team are in constant contact to ensure our contingency plans are appropriate and within the Scottish Government guidelines.

Our Staff and Visits to the Office

Our office remains closed to the public and visitors. Our staff are working at home using laptops and mobile phones so please be patient if we take a little longer to respond to you.

Contact details for our staff are available on our website. You will still be able to contact us by telephone, text, e-mail and letter. At this time, we are unable to say when the office will re-open, so please check our website and social media pages for updates.

Repairs Service and Maintenance Service

Level 4 restrictions means that we will need to scale back our repairs service. During the restricted phase, please only contact us about emergency or urgent repairs. For example, no heating or hot water. **Freephone Repairs on 0300 303 1703.**

Routine repairs will be postponed until the restrictions allow us to resume.

If you need to report an urgent repair, our staff and our contractors will ask you some screening questions before arranging to visit your home. If you or anyone in your household is self-isolating or displaying symptoms of Coronavirus then you must let us know.

Services which will continue during Level 4 restrictions include;

- Gas servicing;
- Planned smoke alarm installation; and
- Close cleaning and back court services.

Our contractors have asked us to remind tenants of the importance of 'social distancing' when they call at your home to carry out a repair – this requires that you maintain a distance of at least 2 metres from the visitor. This measure is to protect you as well as the contractor.

You can also contact:

- Lift maintenance – City Building 0800 595 595
- Transco – if you have a gas leak 0800 111 999
- Scottish Power – if there is power loss in your local area 08452 727 999
- Scottish Water – if there is a loss of water supply in your local area 0845 600 8855

Kitchen and Bathroom Installations

During the Level 4 restrictions we have put on hold our planned maintenance contracts for kitchen and bathroom installations. Our contractors will contact you in the future to reschedule any surveys or planned works. We are sorry about the disappointment and inconvenience, but plan to do this work within your property as soon as we can.

Allocation of empty homes

Where possible, within the level 4 restrictions, we will try to allocate empty homes. We understand this is a vital part of our service and it is important to us that we provide homes, safely and within the guidance.

Paying your Rent

We understand that this is an anxious time for all of us and are aware that a number of you may be experiencing recent financial changes and your income might be affected.

Please contact your Housing Officer as soon as possible if you need help or advice to discuss any concerns or difficulties with paying your rent. The Government has announced some financial support for those whose income may be affected, but it is important that you contact us so we know that your circumstances might have changed and can advise you.

If you are a new Universal Credit claimant we recommend that you to ask for the 'housing component' to be paid directly to Partick Housing Association so that your rent gets paid. If you are offered an advance payment, please call us to make a rent payment straight away so that you will not fall into rent arrears. But please let us know immediately if there are any changes to your circumstances which could affect your Universal Credit.

Ways to pay your rent

- You can make a payment by debit or credit card by telephoning on 0141 357 3773, selection Option 2
- To set up a direct debit you can contact your Housing Officer (details on our website)
- You can pay online by visiting www.partickha.org.uk click make a payment and select AllPay

If you have any concerns about paying your rent, please contact us immediately and we will do what we can to help.

We appreciate that these are very uncertain times for all of us and we are committed to providing the best service we possibly can in the circumstances. The situation with Coronavirus is changing rapidly but we will do our best to maintain our service to you.

Thank you for your patience and understanding during these challenging times.

Yours faithfully

Partick Housing Association